

WORKPLACE SKILLS STANDARDS

(adopted 3.24.97)

STANDARD 1

Students use principles of effective oral, written and listening communication skills to make decisions and solve workplace problems.

READINESS (Kindergarten)

Students know and are able to do the following:

- **1WP-R1. Follow simple directions**

PO 1. Identify the source of a direction

PO 2. Complete directed work

- **1WP-R2. Relate a personal experience or other information in proper sequence**

PO 1. Recognize and distinguish between personal and other information to share

PO 2. Communicate information with a beginning, middle and end

- **1WP-R3. Speak in complete sentences**

PO 1. Include subject-predicate information in oral expression

FOUNDATIONS (Grades 1-3)

Students know and are able to do all of the above and the following:

- **1WP-F1. Describe how the five senses are used in communications**

PO 1. Identify the five senses

PO 2. Provide examples of each sense in action

- **1WP-F2. Respond to oral presentations by formulating relevant questions and opinions and summarizing accurately**

PO 1. Recognize the content of an oral presentation

PO 2. Ask questions relating to content

PO 3. State opinions relating to content

PO 4. Develop summary of relevant content

- **1WP-F3. Apply critical listening skills (e.g., listening for content, long-term contexts, emotional meaning, following directions)**
 - PO 1. Listen effectively
 - PO 2. Analyze/evaluate orally received information
 - PO 3. Respond appropriately
- **1WP-F4. Listen to an oral presentation, evaluate, and express an opinion orally**
 - PO 1. Recognize the content of an oral presentation
 - PO 2. Develop summary of relevant content
- **1WP-F5. Share ideas, opinions and information with a group, choosing vocabulary that communicates messages clearly, precisely and effectively**
 - PO 1. Participate in groups
 - PO 2. Speak to a group
 - PO 3. Share writing with a group
- **1WP-F6. Write communications that have a definite audience and clear purpose, are well organized, and use appropriate conjunctions and transition words to tie ideas together**
- **1WP-F7. Determine the main idea or essential message of a text**
 - PO 1. Identify the main idea and relevant facts in a reading selection
 - PO 2. Sequence a series of events from a reading selection
 - PO 3. Compare characters (e.g., traits, roles, similarities, differences) in a reading selection
 - PO 4. Identify the author's main purpose (e.g., to inform, to entertain, to persuade, to describe) in a reading selection

ESSENTIALS (Grades 4-8)

Students know and are able to do all of the above and the following:

- **1WP-E1. Deliver a speech clearly, with expression and in an organized fashion, making eye contact with audience, and convey the message through nonverbal as well as verbal communications**
 - PO 1. Prepare a coherent speech with an introduction, body, and conclusion
 - PO 2. Present verbal and non-verbal forms of communication in presenting the speech
 - PO 3. Select a variety of forms of print and non-print material to convey the message
- **1WP-E2. Describe communications practices used with sensory-impaired individuals**

- PO 1. Describe more than one way to communicate with a visually-impaired individual
- PO 2. Describe more than one way to communicate with a hearing-impaired individual

- **1WP-E3. Demonstrate correct grammar and punctuation in writing**

- PO 1. Spell correctly
- PO 2. Punctuate correctly (e.g., sentence endings, commas, semicolons, colons)
- PO 3. Apply rules of capitalization correctly (e.g., sentence beginnings, titles, abbreviations, proper nouns)
- PO 4. Apply standard grammar and usage (e.g., subject/verb agreement, simple and compound sentence, appropriate verb tenses, plurals)
- PO 5. Organize paragraphs with a variety of sentence structures (e.g., simple, compound, complex)

- **1WP-E4. Respond to oral and written presentations by formulating relevant feedback, expressing opinions, discerning the main idea and distinguishing fact from opinion**

- PO 1. Summarize main ideas of an oral or written presentation
- PO 2. Differentiate between facts and opinions in a presentation (*Grades 6-8*)
- PO 3. Formulate related questions in a presentation
- PO 4. Express opinions relating to the main idea in a presentation

- **1WP-E5. Interpret, clarify, and evaluate a presenter's point of view**

- PO 1. Explain the presenter's point of view (*Grades 4-5*)
- PO 2. Compare the presenter's point of view with personal point of view (*Grades 6-8*)

- **1WP-E6. Speak in a content area (e.g., science, social studies, literature), using vocabulary of the subject accurately; locate and interpret information in documents such as manuals, graphs, and schedules**

- PO 1. Deliver a factual presentation using appropriate terminology
- PO 2. Use a variety of formats such as data, graphs and technical manuals to support a presentation

- **1WP-E7. Identify the relevant details and facts of written materials**

- PO 1. Identify the purpose of written material and response expected from reader
- PO 2. Identify relevant facts contained in selected written material

- **1WP-E8. Write formal communications that have a definite audience and clear purpose; contain no gaps, omissions or assumptions which impede comprehension; and follow the proper form whether it be a personal or business letter, message, memo, manual directions or applications**

PO 1. Write a formal communication in an appropriate format for a specific audience and purpose

PO 2. Organize ideas in a meaningful sequence using transitional words or phrases

PO 3. Write ideas that are clear and directly related to the topic

PROFICIENCY (Grades 9-12)

Students know and are able to do all of the above and the following:

- **1WP-P1. Exhibit interviewing skills (e.g., responding effectively to questions; using language that conveys maturity, sensitivity and respect; dressing appropriately; and using appropriate body language)**

PO 1. Respond effectively to interview questions

PO 2. Employ suitable interview language

PO 3. Describe appropriate dress/dress appropriately

PO 4. Exhibit appropriate body language

- **1WP-P2. Respond to verbal and nonverbal messages in ways that demonstrate understanding**

PO 1. Respond appropriately to verbal messages

PO 2. Respond appropriately to nonverbal message

- **1WP-P3. Communicate a clear message and respond to listener feedback**

PO 1. Formulate a clear message using acceptable format

PO 2. Respond appropriately to listener feedback

- **1WP-P4. Participate in conversation, discussion and/or group presentations using verbal and nonverbal communication with appropriate style and tone for audience and occasion**

PO 1. Apply group interaction skills (verbal and nonverbal)

PO 2. Adapt style and tone to audience and occasion (verbal and nonverbal)

- **1WP-P5. Maintain records and information completely and accurately**

- PO 1. Identify basic record keeping skills
- PO 2. Select method of record keeping
- PO 3. Maintain a complete and accurate system

- **1WP-P6. Create documents (e.g., letters, memos, manuals, graphs, flowcharts, directions, reports and proposals) that are clear, appropriate to the audience, subject matter and purpose, and exhibit the writer's use of correct grammar, spelling and punctuation**

- PO 1. Select style and format
- PO 2. Establish clear purpose for a specific audience
- PO 3. Use correct grammar, spelling and punctuation
- PO 4. Create an acceptable document

- **1WP-P7. Respond to informal and formal speeches using illustrations, statistics, comparisons and analogies to critique the effectiveness of presentations**

Note: The P.O.'s were developed to evaluate the effectiveness of the presentation and then formulate the response.

- PO 1. Evaluate the effectiveness of presentation
- PO 2. Formulate a response
- PO 3. Select style and medium
- PO 4. Utilize appropriate tools (e.g., flow charts and illustrations)

- **1WP-P8. Summarize information from reading material, clearly and succinctly articulating its major points and proposals**

- PO 1. Identify major points from written materials
- PO 2. Summarize major points clearly and concisely

- **1WP-P9. Infer and locate the meaning of unknown or technical vocabulary**

- PO 1. Using available resources, determine the meaning of unknown or technical vocabulary

- **1WP-P10. Research and synthesize information and develop a written document to convey that information which is appropriate to the audience**

- PO 1. Judge the accuracy, appropriateness, style and plausibility of reports, proposals, and/or theories
- PO 2. Determine audience needs and interests
- PO 3. Develop accurate and appropriate documents that synthesize the information using accurate grammar, mechanics, and vocabulary

DISTINCTION (Honors)

Students know and are able to do all of the above and the following:

- **1WP-D1. Deliver a polished or impromptu speech that is organized and well suited to the audience, using effective body language and voice inflection to clarify and defend positions**
- **1WP-D2. Conduct a thoughtful interview, taking appropriate notes and summarizing the information learned**
- **1WP-D3. Use clear, concise and cogent language when presenting analytical responses to workplace literature, conveying technical information, and explaining complex concepts and procedures**
- **1WP-D4. Plan and produce an effective visual technical report or display**
- **1WP-D5. Draw conclusions and make predictions from technical information and data**
- **1WP-D6. Identify a problem, conduct research, and summarize the findings and solutions, using sources such as technical journals and government publications to support the original thesis**
- **1WP-D7. Express and defend their points of view by formulating sound, rational arguments and applying the art of persuasion and debate**